February 25, 2016 Volume 9, Issue 4

Blue Top Newsletter

USAccess Program

Special Points of Note:

Now found on www.fedidcard.gov:

- Service Order Requests and Test Card Orders
- Role Holder Web Based Training Registration
- Deployment Activities and USAccess Center Status Alerts
- Contact Ken Bandy (kenneth.bandy@gsa.gov) to be added to USAccess distribution lists.
- Contact Jim Schoening (jim.schoening@gsa.gov) for Registrar Classroom Training sign up

Upcoming Meetings and Training

Meeting/Training	Date & Time (EST)	Location	Dial-In Info
Registrar Refresher Training	Thu, Mar 10 2:30 to 3:30 **(This session will be used for PCA Training)**	Telecon/Webinar	888-455-1864 Passcode: 3611044
User Group	Wed, Mar 16 9:00 to 12:00	GSA Central Office 1800 F St. NW Room 6044	888-455-1864 Passcode: 5887966
CAB	Wed, Apr 6 9:30 to 12:00 **March CAB Canceled**	GSA Central Office 1800 F St NW Room 3042	No Telecon Provided
Registrar Classroom Training	Wed and Thu Mar 9-10 Apr 13-14	HPE Chantilly, VA	Contact Jim Schoening for information or to Register
Release 9.9 Training	See Release 9.9 Training Schedule on page 3 for more information		

USAccess Software Release 9.9 and Light Installers v4.0

USAccess Software Release 9.9

This release will go to production on Saturday, March 5. An updated draft release notice was posted to the Agency Lead Portal on Feb 3 that includes screenshots describing the changes with this release. A sample ASR Supplemental Report and an updated Sponsor Quick Reference Guide is also posted as both were impacted by changes included with this release.

Starting next week, the MSO will provide PCA and Sponsor training to role holders. Please see the schedule below listing the training dates and share with your role holders.

Inside this issue:

USAccess Software Release 9.9 Continued

Release 9.9 Training Schedule

The Release 9.9 Training Schedule is shown below. The format of the training will be similar to the Release 9.8 Adjudicator Training, with a web-based presentation followed by Q&A. Invitations to the Training Sessions, including teleconference and webinar information, were sent out to Agency Leads on Jan 22. It is the responsibility of Agency Leads to forward those invitations to the appropriate role holders within their agencies.

Note that the Sponsor Training will be covering the Sponsorship of Foreign Nationals without SSNs. The intended audience for PCA training is Activators.

Date	Time	Event
Tuesday, March 1	1:00-2:00pm	Personal Credential Assistant (PCA) Training Session 1
Wednesday, March 2	1:00-2:00pm	Sponsor Training Session 1
Thursday, March 3	2:30-3:30pm	PCA Training Session 2
Saturday, March 5	**Release 9.9 Deployed to Production**	
Tuesday, March 8	1:00-2:00pm	PCA Training Session 3
Wednesday, March 9	10:00-11:00am	Sponsor Training Session 2
Thursday, March 10	2:30-3:30pm	Refresher Training – will use this time for PCA Training

Light Installers v4.0

The Light Installers.exe v4.0 files, along with updated Light install and Light user guides, were posted to the USAccess SFTP server for Agency download on Tuesday February 9. This software includes the new PCA software that can be used to activate or update USAccess credentials.

An email was sent to Agency leads announcing their availability. If you need access to the SFTP server or cannot remember your log in information, please email the MSO at hspd12@gsa.gov.

A Light Installer v4.0 Release Notice is posted on the ALP. Please refer to that document for specifics on the changes include with the installers.

USAccess Software Release 9.9 Continued

Downloading and installing the 4.0 software will not interfere with a workstation's ability to enroll and activate today (i.e.; it will still work in the existing infrastructure.) A Registrar will see the new Foreign Document field in the Enrollment application, but it will not be editable.

NOTE: The current Unattended and Attended Activation applications will still be available on Fixed and Light machines for use following Release 9.9. This will help ease the adoption of PCA to your role holders when you elect to roll it out to them.

Known issue with Light 4.0 software—Light Installers v4.0.1 will be released in early March

An issue has been identified with PCA in the Light 4.0 software. This was discussed in Release 9.9 Training Agency Lead Review on Feb 25. The issue occurs if a card holder has a pending card update or rekey but does not know the current PIN. (If the cardholder knows their PIN, there is no issue.)

Once the PIN is locked, PCA will complete the card update (with Operator assistance), however the PIN change will not be captured, even though it appears to work correctly. There is no indication on screen that there is an issue with the PIN being changed.

A fix for this is currently being tested and will be made available around USAccess Software Release 9.9 in early March. The fix will be distributed in Light Installers v4.0.1 and posted to the SFTP server. Included along with this fix in v4.0.1 is an update to Java 8 Update 73. An email will be sent to Agency leads once it is posted.

Agencies should apply this 4.0.1 installer to Light machines when available (even if v4.0 has been applied) so there are no issues with completing card updates using PCA if the PIN is not known by the card holder. If the 4.0.1 installers are not applied, a card holder (using PCA once Release 9.9 goes in to production on March 5) could leave an LA or LCS workstation after completing a card update and will have issues using the credential for system log on (or whenever prompted for a PIN) as the PIN is not updated. Again, this is when using PCA, and is only for card updates (not activations) when the card holder does not know their PIN.

A draft Light Installers v4.0.1 release notice will be posted to the ALP by the end of this week that will outline the issue.

Proper Account Maintenance

We would like to stress the importance of proper account maintenance. When an applicant leaves an agency, the agency needs to mark the applicant Employment Status as *terminated*. Failing to do so is a security violation. It could also result in unnecessary charges to the agency.

Agencies are also responsible for ensuring credentials are collected and destroyed when they are terminated or revoked in accordance with NISTP SP 800-79-2.

Reminder—Collecting USAccess Site Manager Information

Please remember that all Light Credentialing and Light Activation equipment currently deployed and actively in use within your agency need to be registered in Site Manager no later than March 1, 2016.

All equipment not currently deployed or not actively in use must be inventoried and documented (type of equipment, number of LA or LCS, location, Agency/Sub-Agency, contact information for POC responsible for equipment). Documented equipment must be submitted to the MSO.

Agency Leads are responsible for ensuring their agencies have:

- Accurately registered all deployed and active credentialing sites in Site Manager.
- Accurately documented non-deployed or inactive credentialing equipment.

Agencies must either register their credentialing sites in Site Manager or return non-deployed/ inactive equipment inventory lists to the MSO no later than March 1, 2016. The MSO will only be able to consider sites for transition that are in Site Manager or inventoried with the MSO by March 1, 2016.

Please let the MSO know if you need additional support completing this as soon as possible.

Service Enhancements

Changes/Updates since last Blue Top

- Routine maintenance was completed as scheduled on February 13.

Planned changes

For any maintenance downtime periods, please schedule some buffer time to resume enrollment and activation appointments to account for any unanticipated delays in service.

- **Saturday-Sunday, February 27-28:** The USAccess portals will be unavailable for most of the day on Saturday, February 27 for maintenance, and on Sunday, February 28, role holders may experience issues with being logged out. An advisory will be posted and emails sent out per usual process
- **Saturday, March 5:** USAccess Software Release 9.9 is scheduled for production on March 5. The USAccess Service and portals will be unavailable for much of the day.
- **Light installers v4.0.1** that addresses an issue with PCA will be made available in early March (posted on the SFTP server) and should be implemented on LA and LCS machines to take advantage of Release 9.9 and PCA features. Fixed workstations will be updated with this fix using the automated update system (no Agency action required other than to keep workstations powered on.)
- **Sunday, March 13 from 1am-4am Eastern.** There is routine maintenance scheduled and the USAccess service and portals will be unavailable during this time.
- **Saturday, March 26.** There is routine maintenance schedule for this day. The USAccess service and portals will be unavailable for most of the day.

Security Tip

Protecting Your Government Owned Equipment and Personally Identifiable Information

Agency workplaces and telework provide great flexibility in how we accomplish our jobs, that flexibility requires each of us to be diligent in how we properly handle and secure our Government owned equipment and Personally Identifiable Information (PII).

Below are some tips that each of you should make part of your daily routine whether you are physically in the office or working remotely. Please take a moment to review them carefully.

Top Tips for Keeping PII and Government Owned Equipment Secure in a Flexible Workplace:

- Lock your computer when you step away
- Secure your agency issued laptop and other mobile devices
- Protect and secure documents when you send them to the printer
- Don’t leave documents that have PII out on your desk when you’re not there
- Lock all PII documents in a secure storage unit when you’re not actively working with them
- Encrypt all PII being sent outside of your agency network.

Every federal employee has a responsibility to make sure their Government owned equipment and sensitive or Personally Identifiable Information is secured.